

Woodend Nursery Day Care of Children

Glenburn Wing Cottages
Woodend Hospital
Eday Road
Aberdeen
AB15 6XS

Telephone: 01224 556008/9

Type of inspection:

Unannounced

Completed on:

7 August 2019

Service provided by:

NHS Grampian

Service provider number:

SP2003000363

Service no:

CS2003001768

About the service

Woodend Nursery is provided by NHS Grampian Human Resources Service Centre for the benefit of NHS staff. This service has been registered since 2002 and provides a day care of children service for a maximum of 47 children under primary school age.

The service operates from a converted, previously residential building within the grounds of Woodend Hospital.

Registration Conditions specify:

A maximum of 7 children under 2 years shall be cared for in Playroom 1 on the first floor.

A maximum of 7 children under 2 years shall be cared for in Playroom 2 on the first floor.

A maximum of 27 children aged from 2 years to under primary school age shall be cared for in the ground floor playroom.

A maximum of 6 children under 2 years or a maximum of 8 children from 3 years to under primary school age shall be cared for in Playroom 3 on the first floor.

The service will comply with the following staffing: Age of children / Ratio - Adults to Children: 0 to under 2 years 1:3. 2 to under 3 years 1:5. 3 years and over 1:8.

Two adults to be on duty at any one time. 100% of the manager's time will be supernumerary. During the inspection an acting manager was in post.

The care service is provided from Monday to Friday between the hours of 6.45am and 6.00pm.

The main aim of the service was to provide a happy, caring, stimulating and safe environment for our children which provides for the freedom to choose and develop at their own pace.

We carried out an unannounced inspection of Woodend nursery on the 6 and 7 of August 2019. During the inspection we observed and talked with the children as they played. We spoke with parents, the management team and staff, observed staff practice and checked documentation relevant to the inspection.

The Care Inspectorate is committed to improving the health and wellbeing of all children receiving a care service. We want to ensure they have the best start in life, are ready to succeed and live longer, healthier lives.

We check services are meeting the principles of Getting it right for every child (also known as GIRFEC). Set up by Scottish Government, GIRFEC is a national approach to working in a consistent way with all children and young people. It is underpinned by the principles of prevention and early intervention. The approach helps services focus on what makes a positive difference for children and young people - and what they can do to improve. Getting it right for every child is being woven into all policy, practice, strategy and legislation that affect children, young people and their families.

There are eight wellbeing indicators at the heart of Getting it right for every child. They are: safe; healthy; achieving; nurtured; active; respected; responsible; and included. They are often referred to as the SHANARRI indicators. We use these indicators at inspection, to assess how services are making a positive difference for children.

What people told us

There were around 30 children present at the time of the inspection aged from birth to under primary school age. We observed the children and saw that they were relaxed and happy in the nursery. We talked with the older children about their experiences and they told us:

"I am five and I am going to school after the summer holidays. I liked this nursery playing with my friends."

"Everyone here is friends."

"We go to the park and everything and do stuff."

"We go to Morningfield House in the hospital and we play games with them."

"And we do colouring in and stuff and take them pictures and read stories."

"I am Batman; he fights the baddies."

"I am a police officer; they take the bad guys away."

"I made an invitation for Max's birthday party."

"It's my mummy's birthday on Sunday and she is two threes and that's all."

Eight out of a sample of 21 parents returned completed care standards questionnaires to us before the inspection. The responses indicated that they were very happy with the standard of care provided. Written comments reflected:

'We have been consistently impressed by the friendly, relaxed atmosphere and dedicated staff. Staff were understanding and empathetic about how difficult it is to trust your baby to someone else's care and have been supportive by providing detailed feedback and reminding me that they welcome phone contact in the first few difficult days. It has been a joy to see my child bloom in confidence and new skills thanks to their experiences at Woodend.'

'The staff are great and we all feel part of the Woodend Nursery family. I love the new improvement tree at the front door as it really gets the children involved with feedback; my daughter always asks if we can add a leaf when there is a new question. Great links with Morningfield; my child is growing in confidence when interacting with older adults.'

'My baby absolutely loves attending Woodend Nursery; she is always happy to go there in the morning and sad to leave in the afternoon, which indicates she feels safe; supportive and happy to me as a mother. Wonderful team.'

We also spoke with three parents as they dropped off and collected their children who were also very happy with the service. Comments included:

"The nursery is a home-from-home experience. The staff are very good, they are open and willing to listen. The feedback at the end of the day is brilliant. There have been more outdoor activities over the past year including an outdoor day every week. A highlight is the engagement with the community, the children really look forward

to it. Visiting patients in Morningfield has helped my child to be less afraid of elderly patients or those in wheelchairs.'

"We get good information every day through the portal and the parent evening was helpful. We are confident in the service because we enjoy the positive comments our child makes about staff, her friends and activities and her learning and development.'

'Our child is engaged in the activities and learning new facts here all of the time. We were gardening and planting at home and our child was able to make links with what they had been doing in nursery. Our child is advanced with number, and ideas for extra stimulation at home were shared. On the whole a great experience.'

Self assessment

The service had not been asked to complete a self assessment in advance of the inspection. We looked at the service own improvement plan and quality assurance processes. These demonstrated their priorities for development and how they were monitoring the quality of the provision within the service.

From this inspection we graded this service as:

Quality of care and support	5 - Very Good
Quality of environment	5 - Very Good
Quality of staffing	5 - Very Good
Quality of management and leadership	5 - Very Good

Quality of care and support

Findings from the inspection

Children were receiving a very good quality of care and support in the service.

All babies and children experienced attentive, responsive care from staff who knew them well. As a result, children were happy contented and confident. Babies had secure attachments with staff and were nurtured warmly. Babies were treated respectfully, for example; they were asked before care practices were carried out and their views expressed through gestures and baby language were taking account of.

Children were making positive progress in their learning; supported through sound observation, assessment and interaction from staff. Children listened well to stories, asked questions and noticed rhyming words. Many children demonstrated highly developed mark-making skills and an interest in writing. Children's learning was shared well with parents and they were able to contribute through the online interactive learning diaries. Children's work was valued; framed and displayed beautifully on the stairs.

Curriculum planning varied across the nursery. Children's interests and choices were taken account of; 'What would you like to learn today?' However now that the learning environment and resources have been refreshed and were more accessible to children these plans for activities were not so useful. Keyworker's were recording children's development well in interactive learning diaries and planning for children's next steps. Paper learning journeys were shared with parents. The manager and staff now need to review the format of planning to reduce

paper-work and bring systems together focussing consistently on how children's learning and skills are being taken forward.

Where children needed additional support, staff worked in partnership with parents and developed detailed care plans. Staff knew children well as individuals. The manager had made useful links with other agencies to get help and support. For example; staff were learning Makaton; a sign language to support language development. Procedures for protecting children and keeping them safe were well understood.

Children's health and wellbeing was promoted. Children enjoyed healthy snacks and lunches and were learning good manners. All ate really well from their lunch choices. They participated in baking and making ice cream. Shopping trips for snack contributed to their learning about healthy choices. Water was available to drink at all times. Our observations at lunchtime were that where children are increasingly able they could have more independence in making choices; perhaps self-serving their lunch.

Requirements

Number of requirements: 0

Recommendations

Number of recommendations: 0

Grade: 5 - very good

Quality of environment

Findings from the inspection

The quality of environment provided for children was very good.

The environment was well maintained clean and safe. The accommodation had been adapted well to provide spacious, inviting playrooms and appropriate facilities to meet the needs of the children. Babies benefitted from a calmly decorated sleep room equipped with proper cots; which meant babies slept safely and comfortably. Hygiene was maintained through effective staff practice and promoted with the children through daily routines.

The provider, manager and staff had worked hard to refresh the playrooms for the children and make both the indoor and outdoor environments more interesting and enabling for the children. New furnishings and equipment made the playrooms more attractive and homely. Accessible storage helped children to make more independent choices in their play. Children had fun as they developed their skills and understanding through a wide range of activities. Staff working with the babies were providing more sensory play and meaningful outdoor experiences.

Older children in the ground floor playrooms benefitted from free flow outdoor play and more interesting outdoor opportunities. The extensive garden provided a variety of surfaces and different types of play. Children enjoyed experimenting in their 'mud kitchen' and 'potion station'.

Positive links have been developed within the hospital community to extend the children's environment and learning opportunities. Intergenerational activities with the residents of Morningfield House; a ward for older

people had had positive outcomes for children as described by parents. Children collected food donations from drop off points around the hospital and sorted them into parcels for a local food bank using pictorial lists, helping to learn about the needs of others and become responsible citizens.

The access gate from the parking area opens directly into the outdoor play space for the youngest children. While closed and secure from the inside, the gate was left unlocked for long periods of time. When staff and children were outside the gate was monitored. However, any member of the public could have entered posing a risk to children. When collecting children parents walked right through the gardens to get to their child's department. The layout is historical however we have asked the provider, manager and staff to consider where changes can be made to improve the safety of the environment for the children.

Requirements

Number of requirements: 0

Recommendations

Number of recommendations: 0

Grade: 5 - very good

Quality of staffing

Findings from the inspection

The quality of staffing caring for the children was very good.

A robust recruitment process within the organisation ensured staff suitability and contributed to protecting children's safety. The staff team had good stability providing consistency of care for the children. There were very good opportunities for training and self-development resulting in a broad range of experience and qualifications across the staff team. Staff responding to our questionnaires felt supported by their acting manager and senior posts within the team resulting in improved moral and positive changes.

Effective support from the acting manager had helped the staff to find out about and understand good practice documents. Staff were well supported through team meetings and individual support sessions which had enabled them to turn around practice and improve the experiences and outcomes for children. The manager's 'Wee thought for the week' was an inspiration.

Staff had completed relevant training courses and systematically evaluated their learning. Having gained new ideas, the staff had worked hard to refresh the learning environment and resources for the children with a focus on child led learning through play. Staff spoke positively about the acting manager and felt valued. Staff were actively involved in putting forward their views and improving the nursery through their participation in focus groups.

We found all staff to be highly motivated and confident in their role. They were skilled in working and interacting with the children at different levels. Effective staff interaction supported children's development and learning. As a result, children were progressing well.

We saw that the staff communicated well with each other and worked effectively as a team. This ensured children were well looked after and that the daily routines ran smoothly. Staff had built trusting relationships with both children and families. Staff made time to talk to parents, made them feel welcome and worked in partnership in meeting children's needs. Good working relationships contributed to a warm and nurturing atmosphere for the children.

Requirements

Number of requirements: 0

Recommendations

Number of recommendations: 0

Grade: 5 – very good

Quality of management and leadership

Findings from the inspection

The quality of management and leadership was evaluated as very good.

An acting manager had been in post for a period of approximately six months. In this short period the acting manager had worked extremely hard to address and meet all the recommendations from the previous inspection and develop a relevant improvement plan resulting in significant change and improvement. The improvement plan was focussed on aspects that were benefitting children's learning, strengthening partnerships and developing children's creativity and skills.

An effective management approach; involving and valuing staff skills and ideas had resulted in a significant change of culture, positive staff morale and increased motivation. A shared sense of purpose and sound information were successfully shared through regular team meetings. Delegated responsibilities for projects was helping to encourage leadership roles throughout the staff team.

A new system of appraisal helped staff with clear objective setting. Regular observations of practice and well-judged feedback was supporting staff in their roles. The format was good; being based on the GIRFEC wellbeing indicators. We discussed developing consistency of approaches across the senior team and having a more focussed approach linking to evidencing the impact the improvement plan.

Information had been shared effectively with parents through regular, well presented and informative newsletters and displays. Parents had been involved well in a variety of ways. Their feedback and ideas were regularly sought verbally and by email. Parents had influenced the content of newsletters through their feedback. They were invited to help and participate in improvements.

The manager had begun to involve all staff in systematic self-evaluation using recognised national indicators which was helping them to become more reflective practitioners. The nursery was well placed to continue to improve.

Requirements

Number of requirements: 0

Recommendations

Number of recommendations: 0

Grade: 5 - very good

What the service has done to meet any requirements we made at or since the last inspection

Previous requirements

There are no outstanding requirements.

What the service has done to meet any recommendations we made at or since the last inspection

Previous recommendations

Recommendation 1

To improve the quality of children's experiences staff should be supported to reflect on their training and implement the learning from training into practice.

This ensures that care and support is consistent with the Health and Social Care Standards which state that 'I have confidence in people because they are trained, competent and skilled, are able to reflect on their practice and follow their professional and organisational codes.' (HSCS 3.14).

This recommendation was made on 8 October 2018.

Action taken on previous recommendation

The manager had implemented a system to encourage staff to reflect on their training and evaluate their learning. It was clear that staff had used their learning to refresh their practice with a positive impact for the children.

The recommendation was met.

Recommendation 2

To support children to progress and achieve staff should develop their skills, knowledge and understanding of observation assessment and planning. These should be reviewed to demonstrate the progress and achievement children are making in their learning.

This ensures that care and support is consistent with the Health and Social Care Standards which state that 'I am supported to achieve my potential in education and employment if this is right for me.' (HSCS 1.27).

This recommendation was made on 8 October 2018.

Action taken on previous recommendation

Staff had attended training on observation and assessment and improved their practice. Children's interactive diaries reflected relevant observations and identified next steps in children's learning which were taken forward well by key workers. The impact was that children were clearly being supported to make appropriate progress in their learning.

The recommendation was met.

Recommendation 3

The provider and management should implement effective quality assurance systems to ensure children receive high quality care and early learning experiences.

This is to ensure that care and support is consistent with the Health and Social Care Standards which state: 'I benefit from a culture of continuous improvement, with the organisation having robust and transparent quality assurance processes.' (HSCS 4.19).

This recommendation was made on 8 October 2018.

Action taken on previous recommendation

Quality assurance systems had been developed and implemented effectively involving all staff and parents. Progress notes evidenced that the quality indicators were regularly reviewed and showed positive developments.

The recommendation was met.

Complaints

There have been no complaints upheld since the last inspection. Details of any older upheld complaints are published at www.careinspectorate.com.

Enforcement

No enforcement action has been taken against this care service since the last inspection.

Inspection and grading history

Date	Type	Gradings
14 Aug 2018	Unannounced	Care and support 4 - Good Environment 4 - Good Staffing 3 - Adequate Management and leadership 3 - Adequate
2 Nov 2017	Unannounced	Care and support 4 - Good Environment Not assessed Staffing Not assessed Management and leadership 3 - Adequate
16 Apr 2015	Unannounced	Care and support 4 - Good Environment 4 - Good Staffing 4 - Good Management and leadership 4 - Good
26 Apr 2013	Announced (short notice)	Care and support 5 - Very good Environment 5 - Very good Staffing 5 - Very good Management and leadership 4 - Good
17 Jun 2011	Unannounced	Care and support 4 - Good Environment 4 - Good Staffing 4 - Good Management and leadership 4 - Good
19 Aug 2010	Unannounced	Care and support 4 - Good Environment Not assessed Staffing Not assessed Management and leadership 3 - Adequate
5 May 2009	Unannounced	Care and support 5 - Very good Environment 5 - Very good Staffing 5 - Very good Management and leadership 5 - Very good

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Care Inspectorate
Compass House
11 Riverside Drive
Dundee
DD1 4NY

enquiries@careinspectorate.com

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